

MPA

MANAGEMENT
CAPACITY

TRAINING

MPA Mentorship Training



Module 3:

FACILITATION



Presentation Overview

Learning Objectives: Day 3 and Day 4

- Guide a team during the training in developing a contract agreement with specific community-based goals
- Continue working with this group on implementing this agreement after the training

Presentation Overview

Learning Objectives: Day 3

- Learn the basic facilitation skills of staying neutral, actively listening, asking questions, paraphrasing and summarizing
- Learn how to apply basic facilitation skills to effectively manage group discussions and public forums

Opening Exercises

Icebreaker

- The Magic Wand



Visualization

- Leadership



Content vs. Process

Content—The *What* Process—The *How*

- Subject for discussion
 - Tasks to be done
 - Problems being solved
 - Decisions made
 - Agenda items
 - *The goal*
- The method and procedures
 - The tools or materials used
 - The ground rules
 - The group dynamics
 - *The climate*

Meeting Management

The Role of the Facilitator

- A group leader or outside, neutral party who manages the process and “orchestrates” the actions



Meeting Management

All Roles

- Facilitator
- Leader
- Facilitating Leader
- Recorder
- Process Observer
- Participants

You may play different roles at different times



Facilitation Skills

Key Skills

- Stay neutral
- Listen actively
- Ask questions
- Paraphrase
- Summarize



Facilitation Skills

More Facilitation Skills

- Play ping pong
- Synthesize
- Hold up a mirror
- Label sidetracks
- Park it

Success = juggling all skills



Exercise: Facilitation

Role Playing

- Facilitator asks:
 - *What makes a good meeting?*
 - *What makes a meeting “bad”*
- Participant responds

- Observer looks for facilitation skills
 - ✓ Stay Neutral
 - ✓ Actively Listen
 - ✓ Paraphrase
 - ✓ Synthesize
 - ✓ Summarize

Working With Adults

Building Consensus

- A facilitator is not a teacher/trainer, *BUT*
- Consensus building involves:
 - Hearing, understanding and *mutual* learning

Adults have unique learning needs



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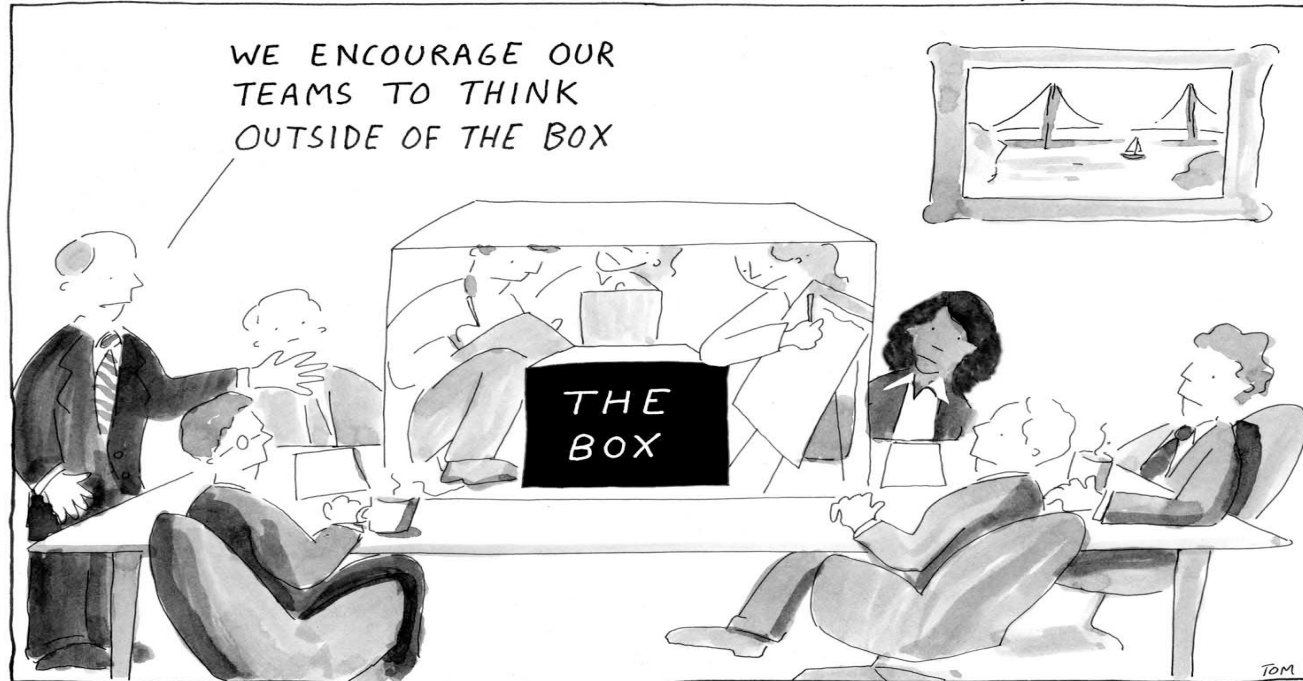
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Working With Adults

A Poor Learning Experience

BRAND CAMP

by Tom Fishburne



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Working With Adults

An Effective Learning Experience

- Motivation and Retention
 - Clear benefits
 - Resistance to change
 - Past experiences
- Methods of Training
 - Small groups
 - Discovery
 - Practice
- Learning Environment

- ✓ Past Experience
 - ✓ Benefits and Rewards
- ✓ The Practical
 - ✓ Practice and Teambuilding
- ✓ The Setting
 - ✓ Respect

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Tackling Time

Not A Very Effective Strategy!



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Tackling Time

Create an Agenda

- Content Agenda
 - What you as a participant need to know
- Process Agenda
 - What you as a facilitator need to know

Time management is critical to a well-run meeting



Exercise: Time Management

Create a Process Agenda

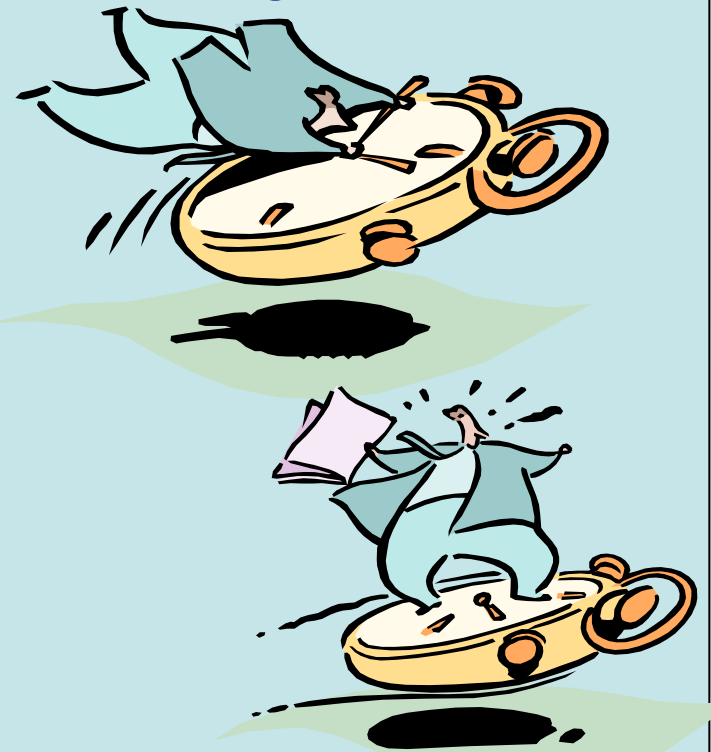
SAMPLE PROCESS AGENDA		
Day 1	ACTIVITIES and OBJECTIVES	Set up and materials
8:45	<u>Welcome:</u> Introductions. Course overview. Intro activity. <u>Objective:</u> Introduce trainer, subject, workshop objectives, and participants. <u>Total = 20 minutes</u>	Steve Goff, Karen G. Kristy E. Hand out manuals. Clock/watch/timer, overhead projector, screen, laptop, projector
9:05	<u>Session 1:</u> Meeting Management A. Meeting Design and Planning <u>Objectives:</u> <<State objective>> <u>Activities:</u> <<List activities with times>> 1. Brief discussion on various meeting roles (5 minutes) Etc. <u>Total = 70 minutes</u>	Karen Manual, flip charts, timer, laptop, projector, markers. worksheet. Card games.
10:15	<u>Break</u>	

Tackling Time

Time Management Tips

- Give adequate time
- Establish time limits
- Appoint a timekeeper
- Have a visible clock
- Practice
- Plan to be flexible!

Setting limits is critical to tackling time



Establishing Ground Rules

How To Use

- Help manage time
- Help maintain order
- Gain cooperation and agreement—early on

Ways to Establish Ground Rules

1. Facilitator establishes them prior to meeting
2. Group leader or planning team establishes them
3. Group establishes their own norms

Exercise: Ground Rules

Establish Your Group's Ground Rules

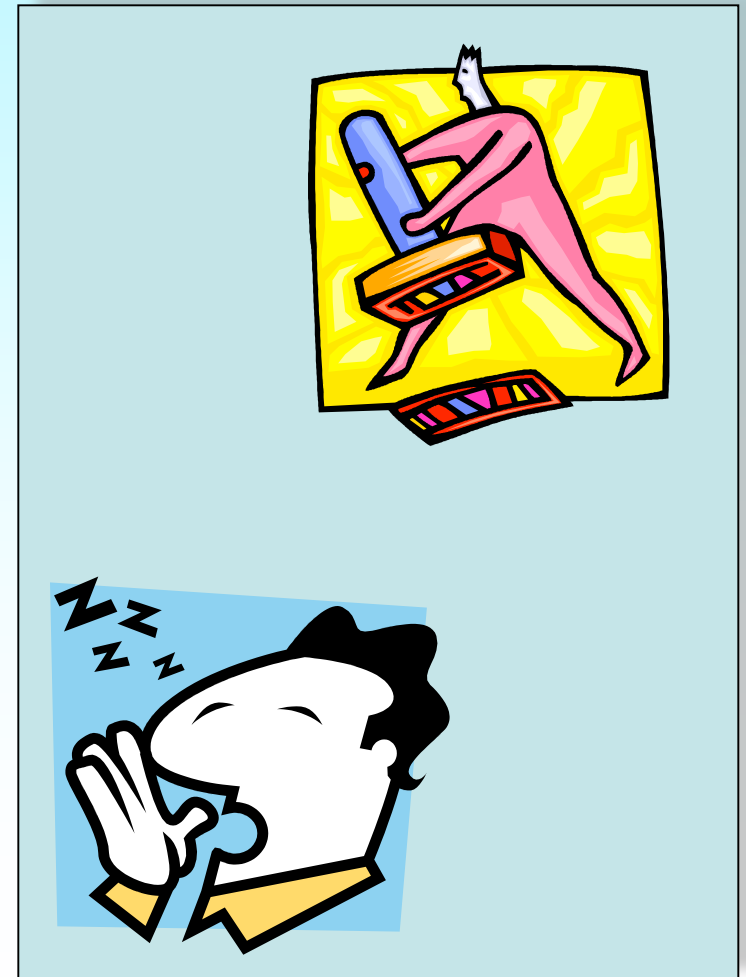
- Pick a facilitator
- Determine which of the three categories fits your group
- Establish ground rules for the remainder of this session



Group Discussions

Pitfalls and Perils

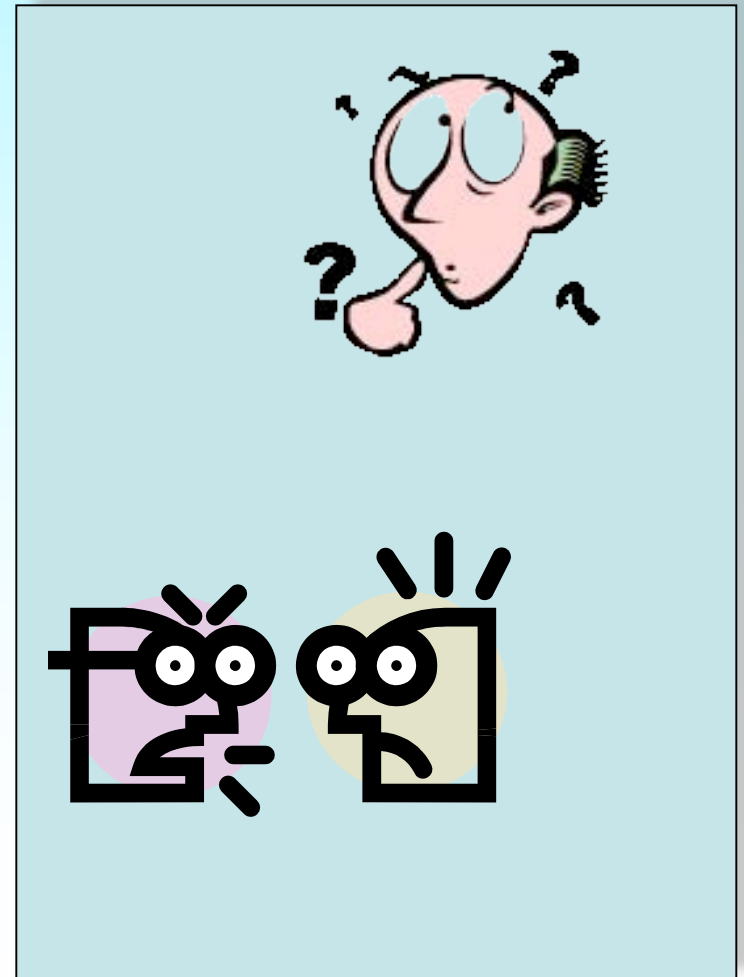
- A lack of confidence in the leader (i.e., the facilitator)
- Failure to consider alternatives
- An atmosphere of predetermined outcomes (“rubber stamp”)
- Failure to keep a good pace



Group Discussions

Pitfalls and Perils

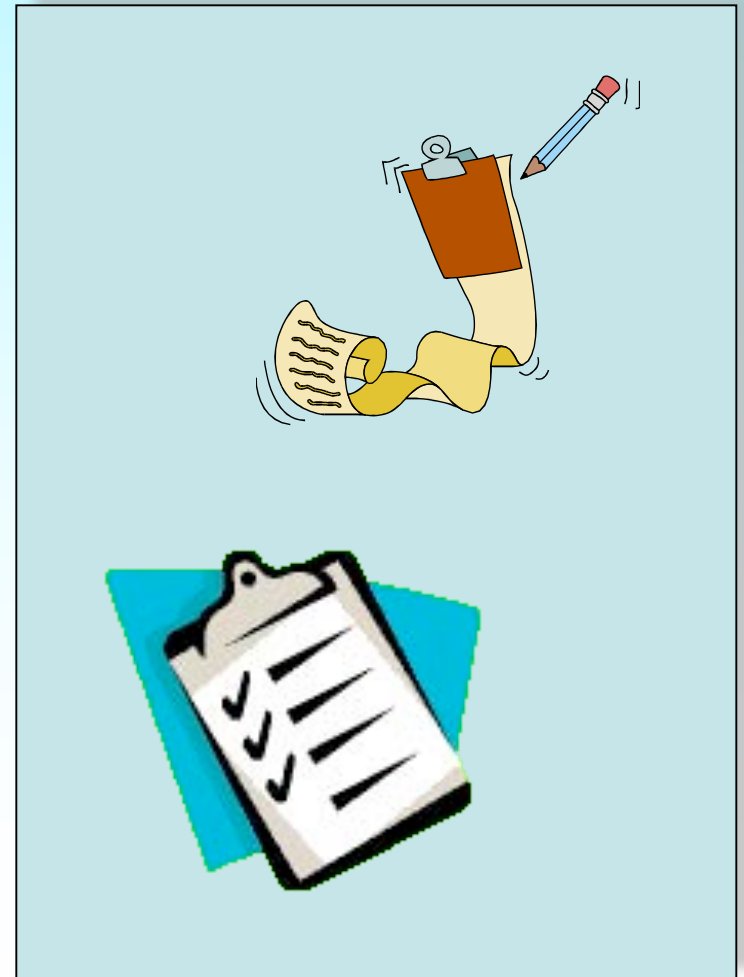
- Poor word choice
- Failure to establish norms
- Lack of preparation
- Failure to summarize
- Failure to stop a contentious situation



Group Discussions

Tips for Success

- Provide a written agenda
- Restate and paraphrase
- Use the “parking lot” technique
- Guide the group back to the agenda



Group Discussions

Tips for Success

- Ask questions that focus on relevance
- Demonstrate that the discussion is off target
- Call on a productive participant
- Focus on problem solving
- Take a break



Exercise: The Murder Mystery

Solve The Murder Mystery

- Victim
- Murder
- Weapon
- Place of the murder
- Time of the murder
- Motive



Exercise: The Murder Mystery

The Answers

- Victim – Mr. Kelly
- Murderer – Mr. Scott
- Weapon – Knife
- Place of the murder – Mr. Scott's Apartment
- Time of the murder – 12:30 a.m.
- Motive – Mr. Scott/Mrs. Kelly's affair

